

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**ADMINISTRATIVE ASSISTANT
VARIOUS DEPARTMENTS**

GENERAL STATEMENT OF DUTIES

Performs a variety of highly responsible and complex secretarial-administrative and/or technical program assistance work to support the activities of one of the City's larger or more complex departments. Characteristic of this position is the employee's involvement in departmental programs and activities. Employee reports to a division or department director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class assists a department or management official in carrying out a program's administrative activities by performing a variety of administrative and technical functions. Employee performs public contact and/or administrative office management duties to relieve the department head and/or other management personnel of operational details. Work includes receiving and transcribing confidential correspondence, screening and independently handling a variety of inquiries by telephone and in person, and maintaining a variety of records and files. Employee is responsible for interpreting and explaining program policies and procedures. Work is characterized by its variety, complexity and confidential nature, requiring considerable organizational and analytical ability. Employee is responsible for evaluating and managing data, providing specialized information, assessing program goals and objectives and participating in departmental or program assessment. Supervision or coordination of clerical employees may be required. Employee must exercise independent judgment, discretion, and initiative in completing assignments and handling difficult public contact situations requiring considerable tact and knowledge of applicable policies, procedures and programs. Work is performed under general supervision of the department or program director and is evaluated for proper application of policies and procedures and for quality and completeness of reports and recommendations.

ADMINISTRATIVE ASSISTANT

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Performs a variety of tasks to assist management and supervisory personnel in day-to-day administrative functions of the department; administers assigned special, recurring or regular projects; completes reports as needed.

Composes, edits or coordinates the preparation of reports, speeches or other printed materials; researches content of written material for precedents, correctness of presentation and applicability; types material from typed or handwritten copy or dictation to prepare correspondence, budgets, statistical and narrative reports, manuscripts, schedules, news releases, work orders, purchase orders, forms, logs, etc., which requires use of a variety of complicated formats; chooses or develops formats for reports, forms, and other documents; proofreads material prepared by others; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Utilizes computerized data entry equipment and various word processing, spreadsheet, file maintenance, and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes information for standard reports, selecting data from varied sources.

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff members' assignments and status of work; prepares and issues work orders in response to requests or complaints; contact personnel via telephone and/or two-way radio.

Establishes and/or revises work procedures and methods; trains employees in work procedures.

Answers questions from employees or the public concerning policies, procedures or deadlines; explains the use of records or information.

Maintains departmental personnel, financial, fixed asset, and/or activity records; acts as a point of contact for the department served and provides information or refers inquiries to proper personnel.

ADDITIONAL JOB FUNCTIONS

Attends meetings, hearings, or conferences as a participant or as staff.

Supervises the work of clerical employees and/or volunteers, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as appropriate, resolving problems as non-routine situations arise.

Files and retrieves materials based on full knowledge of organization and activities.

Assists in the development of departmental or program budgets, gather pertinent data, analyzes requests, and processes technical information.

Prepares payroll records; maintains employee time sheets.

ADMINISTRATIVE ASSISTANT

Makes appointments; arranges travel schedules and reservations; prepares travel vouchers and expense reports for department heads and/or division personnel.

Coordinates and administers special employee programs and events.

Performs necessary research and/or administrative work, and compiles data for special projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with established deadlines, goals and objectives.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the organization and function of the area of assignment.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Considerable knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in organizing work flow and coordinating activities.

Skill in the operation of a typewriter and computer driven data entry equipment.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to communicate effectively in oral and written form.

Ability to supervise or coordinate the work of others.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in secretarial sciences, business administration or a related field and 3 to 5 years of secretarial experience, and/or any equivalent combination of training and experience required to perform the essential position functions.

ADMINISTRATIVE ASSISTANT

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 12
Non-Exempt